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12/7/02IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Crouch, et al.

Serial No.: 09/232,749

Filed: January 15, 1999

Title: QUEUE AS CALLABLE ENTITY
IN IP TELEPHONE SYSTEM

Group Art Unit: 2664

Examiner: Tran

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Date Transmitted: 12/04/2002

By: 

Jeannette L. Taplin

AMENDMENTAssistant Commissioner
for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Official Action mailed September 6, 2002, please
enter the following Amendment:IN THE CLAIMS:

- 5ub027
01/10/02
1. (Twice Amended) A telecommunications system, comprising:
a packet switched network;
one or more telephony devices coupled to said packet switched network; and
one or more queues, coupled to said packet switched network, said one or
more queues configured to receive forwarded calls from said one or more telephony
devices and to forward said calls back to said one or more telephony devices when
one or more predetermined conditions have been met;
wherein said one or more queues define callable entities for said one or more